

**Table 15.34-- BUSINESS INQUIRIES AND COMPLAINTS THROUGH  
THE BETTER BUSINESS BUREAU, BY TYPE OF INDUSTRY: 2024**

Type of industry 1/	Number of inquiries	Type of industry 1/	Number of complaints	Average settlement per complaint (dollars)
General contractor	28,832	Airlines	161	764.00
Roofing contractors	21,579	New car dealers	102	7,434.84
Plumber	19,960	Sightseeing tours	87	711.07
Sightseeing tours	17,846	Used car dealers	50	3,931.50
Real estate	11,957	Hotels	43	349.14
Property management	10,230	Property management	41	1,808.89
Electrician	9,797	Restaurants	40	35.58
Construction services	9,518	Bank	35	22,072.39
Exercise programs	8,786	Towing company	33	313.54
Solar energy contractors	7,927	Solar energy contractors	32	12,341.66
Auto repairs	7,502	Fitness center	31	1,366.60
Painting contractors	7,064	Real estate	30	5,400.86
Pest control services	7,003	Dentist	21	887.94
Used car dealers	6,884	Auto repairs	20	1,505.57
Handyman	6,830	Internet marketing services	20	30.12
Towing company	6,481	Plumber	19	4,305.16
Travel agency	6,421	Beauty supplies	17	6,189.94
Restaurants	6,003	Newspaper distributors	17	75.99
Air conditioning contractors	5,797	Hospital supplies	16	(NA)
New car dealers	5,779	Timeshare companies	16	6,189.94
Beauty supplies	5,574	Medical plans	15	2,533.33
Lawyers	5,512	Travel agency	14	185.28
Dating services	5,439	Solar energy equip. dealers	14	23,038.18
Landscape contractors	5,256	Womens clothing	14	1,633.92
Jewelry stores	5,202	Cleaning services	13	132.42

NA Not available.

1/ Industries listed are those with the highest number of inquiries or complaints.

Source: Better Business Bureau Great West & Pacific, records.